

Massachusetts Department of Public Health

Office of Patient Protection

Number of Requests Received by Type and Health Plan (January 2004 – December 2004)

	Tufts	Harvard	Blue Cross &	United	Health NE	Cigna	Fallon	John
Appeal Type		Pilgrim	Blue Shield					Alden
Behavioral Health	17	45	17	36	3	2	6	1
Cosmetic / Reconstructive	7		6	1	2	2		
Dental	6	4		1			1	
Diagnostic Services	3	2	1	1	1	1	1	
Durable Medical Equipment	4	1	1			1		
Excluded Services	2	2			1			
Experimental	2	2	7		1			1
Infertility Care	16	4	12		1			
Inpatient	2	1	7				2	
Outpatient	10	5	2	1	5	3	1	3
Pharmacy	2		1		3	4	2	
Rehab Services	9	5			2	1		
Vision Services		1						
Totals	80	72	54	40	19	14	13	5

Continue....



	Neigh-	New England	Aetna	Fortis	Guardian	Mega	Other*
Appeal Type	borhood	Life				Life	
Behavioral Health							
Cosmetic / Reconstructive				1			
Dental	2						
Diagnostic Services	1						
Durable Medical Equipment	1					1	
Excluded Services							
Experimental							
Infertility Care	1						
Inpatient			2			1	
Outpatient		1			1		
Pharmacy							
Rehab Services		1					
Vision Services							
Totals	5	2	2	1	1	1	1

*Other – self-funded employee group

Number of Eligible External Review Requests: January - December 2004

